

We are so excited that you'll be joining us for You Have A Village's pilot parent support groups! We want to make this process as easy for you as possible. Please follow the steps below to get ready. The platform that we use is Virbela, and in order to participate in the group, you must download the app from the Virbela website. ***It is very important that you sign on as soon as possible, so that if you run into any difficulties we can help you, and so that you can check out your avatar!***

We are available to answer questions. Virbela also has extensive tutorials on their website at <https://virbela.zendesk.com/hc/en-us>.

Step 1: Overview

Watch the video that we created to get a sense of what it's like to interact in the online platform. <https://www.youtube.com/watch?v=E4sLO9Wbiq8>

Step 2: Check your system requirements

Confirm that your computer has the minimum system requirements. Please click the link below for more information about system requirements. Most laptops and desktops will meet the system requirements. **Note that if you are using a chromebook, you will NOT be able to use the platform.**

<https://virbela.zendesk.com/hc/en-us/articles/115000670231-Hardware-and-Software-Requirements>

Step 3: Download

Go to <https://www.virbela.com/download> to download the software. Follow the prompts. If you have questions, please let us know, or you can read the Virbela User Guide (<https://drive.google.com/file/d/0B5AnjAoFcgmTTXMwSIZrMXctS00/view>).

Step 4: Launch and register

Once you've installed the software, you can launch Virbela. Please note that at times, it can take several minutes for the software to load - especially the first time. When the app is finished loading, press "Play" to launch. You will then be prompted to register.

<https://virbela.zendesk.com/hc/en-us/articles/221674807-Get-In-World>

Please use the registration information that you have received from us. We ask that for purposes of the pilot, you do NOT use your actual name, but that you use the registration information that was assigned to you.

Step 5: Find the YHAV team room

Once you will be brought to the Open Campus. **The Open Campus is public and is NOT where the support group will take place.** To find our Team Room, open the GO TO menu in the top left of the screen and choose "Private Team Room, then enter the Passcode hxJRF8hVSs.

<https://virbela.zendesk.com/hc/en-us/articles/360024328871-How-to-access-your-Team-Room>

Step 6: Familiarize yourself with your Avatar!

There are a few fun things to explore:

Talking: If you have a headset, we highly recommend using it. Otherwise, please see the link below for information on voice chat. ***You will need to keep your microphone muted when you are in the group unless you are talking.***

<https://virbela.zendesk.com/hc/en-us/articles/115008219708-Voice-Basics>

Customizing Your Avatar: If you go to the gear icon in the upper right hand corner of the screen, click “Change Your Avatar.” This will take you to a separate page where you can customize and accessorize your avatar.

Moving Around: Please click on the links below for information about how to move your avatar.

<https://virbela.zendesk.com/hc/en-us/articles/224316248-How-to-Control-Your-Avatar>

<https://virbela.zendesk.com/hc/en-us/articles/360029538992-List-of-Emotes>